



STATE OF COLORADO

CLASS SERIES DESCRIPTION

September 1, 1993

CUSTOMER SUPPORT COORDINATOR

G2C1IX TO G2C4XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses four levels in the Administrative Services and Related Occupational Group and describes work with data processing customers in production scheduling, service requests, and problem resolution in a data processing environment. Positions in this class schedule production jobs to maximize the use of data processing time and resources while assuring timely delivery of products that meet customer requirements; and/or, serve as the point of contact between the data processing operation and customers for service change requests and problem resolution with equipment, services, or products. The emphasis on scheduling and/or customer assistance separates this class series from others in a data processing operation.

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CUSTOMER SUPPORT INTERN

G2C1IX

CONCEPT OF CLASS

This class describes the entry level. Work is designed to train positions for a higher level in the class series. Although tasks are similar to those of the fully-operational level, assignments are structured and performed with direction and assistance from others. Positions carry out established work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Once training has been completed, the position is to be moved to the next level. Positions should not remain in this class indefinitely.

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CUSTOMER SUPPORT COORDINATOR I

G2C2TX

CONCEPT OF CLASS

This class describes the fully-operational customer support coordinator in a data processing environment. At this level, work involves establishing production schedules by confirming the customer's input/output requirements, determining the feasibility of requests and estimating run times, checking and adjusting job control language parameters, and notifying customers of any problems with running their jobs. This class also includes "help desk" work where positions take requests for service changes; provide instructions to callers on the routines to use to locate and solve problems, including referral to other data processing staff; enforce security procedures for system access and data integrity by creating or deleting passwords, defining the level of access and training customers; and, train customers on how to access the system and use its hardware or software. Positions maintain manual or automated records of problems reported and changes requested. Positions in the class may order, stock, and check out data processing supplies and maintain the data processing equipment inventory.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, when a customer calls in with a problem, positions in this class choose the questions to ask and protocols to follow based on established references. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, the system and its operations are defined and documented so positions primarily prioritize and schedule jobs and monitor the use of existing resources. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions determine the priority of problems and change requests, the sequence and time of jobs, when to update authorization tables, options to change job control language parameters, methods to register customers for training, and the proper protocols to apply to an identified and defined malfunction or outage. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, a position in this class selects the proper questions and logical protocols or referrals for hardware malfunctions, decide whether to restart all or part of a job when there is an error in coding or the job control parameters, or uses the proper steps to enter data correctly in the scheduling or problem/change management system. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. For example, guidelines exist in the form of protocols, reference lists, and manuals to use for problem resolution and referrals; problem/change management systems and procedures for reporting problems

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and change requests; standard operating procedures and instructions on general processing priorities for scheduling jobs; job control language parameters; security policies and authorization manuals to assign passwords and level of access; and, inventory methods and levels for ordering supplies and tracking equipment. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step. For example, while there may be a number of alternatives, if the incorrect protocol and instructions are given to the customer or the problem is assigned to the wrong programmer, the problem or malfunction will not be fixed.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions explain scheduling policies and procedures, gather facts to log change requests and problem reports, instruct customers on the steps to follow to isolate and fix an identified and defined problem, and instruct customers on how to set up an account or use the system.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions probe for information when the nature and cause of the problem is unclear or the customer is unsure of requirements. In such cases, the solution is not readily apparent and once the nature, cause, or needs are isolated, guidance can be given to correct the problem.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

CUSTOMER SUPPORT COORDINATOR II

G2C3XX

CONCEPT OF CLASS

This class describes the second-level coordinator in a data processing environment. While the environment, system, and its operations and processes have not changed, the complexity of the job is different. At this level, the guidelines allow for greater flexibility in choosing from multiple options that could all be correct at any given point in order to adapt a practical approach or routine for a given situation. Positions in this class may set up job control language parameters and syntax, troubleshoot problems that do not follow established patterns so the cause is not obvious and established protocols do not work; adapt scheduling guidelines when the customer is unclear about needs and there is uncertainty on the availability of resources due to conflicts with the needs of other customers who have the same priority and time requirements. Also included in this class are work leader positions that are partially

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accountable for the work product of at least two full-time equivalent positions. Such positions assign and monitor work, report on unit activities, write internal instructions referenced by other staff, and train and schedule staff. This class differs from the Customer Support Coordinator I class on the Complexity factor and possibly on the Line/Staff Authority factor.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, when a customer calls in with a problem, positions in this class choose the questions to ask and protocols to follow based on established references. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, the system and its operations are defined and documented so positions primarily prioritize and schedule jobs and monitor the use of existing resources. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions determine the priority of problems and change requests, the sequence and time of jobs, when to update authorization tables, options to change job control language parameters, methods to register customers for training, and the proper protocols to apply to an identified and defined malfunction or outage. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, a position in this class selects the proper questions and logical protocols or referrals for hardware malfunctions, decides whether to restart all or part of a job when there is an error in coding or the job control parameters, or uses the proper steps to enter data correctly in the scheduling or problem/change management system. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information on customer requests, training needs, resource availability, program parameters, and related protocols to determine what it means and how it fits together in order to get practical solutions in the form of production schedules, improvised routines to diagnose and fix malfunctions, or training information. Guidelines in the form of protocols and manuals, problem/change management systems and reporting procedures, standard operating procedures and instructions on general processing priorities for scheduling jobs, security policies and authorization manuals to assign passwords and access levels, and options for job control language parameters exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. At this level, positions use flexibility in adapting established procedures to fit specific situations not covered by existing guidelines. For example, positions set up job control language parameters and syntax based on the requirements and available resources for a given request; improvise protocols for malfunctions that do not fit typical patterns; customize application parameters to meet customer needs; or, tailor training information and handouts for a specific audience. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of

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the situation. For example, adaptation or combination of established standards, parameters, and protocols depends on circumstances of the given problem or request.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions explain scheduling policies and procedures, gather facts to log change requests and problem reports, instruct customers on the steps to follow to isolate and fix an identified and defined problem, and instruct customers on how to set up an account or use the system.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions probe for information when the nature and cause of the problem is unclear or the customer is unsure of requirements. In such cases, the solution is not readily apparent and once the nature, cause, or needs are isolated, guidance can be given to correct the problem.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

OR

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

CUSTOMER SUPPORT COORDINATOR III

G2C4XX

CONCEPT OF CLASS

This class describes the supervisor of a customer support unit. In addition to the duties performed in other customer support coordinator classes, positions in this class are responsible for the direct supervision of at least three full-time equivalent positions, including decisions that affect the pay, status, and tenure of others. Work includes overseeing production scheduling and/or problem/change management activities by monitoring and reporting on work unit activities, projecting workload, establishing unit priorities and standards, and developing procedures on how unit functions will be performed. Some

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positions may function as an agency's security administrator which involves enforcing policies and processes on access, including writing procedures or instructions for staff and customers on how to create passwords and who has access to the unit's software.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. For example, positions determine what procedures or instructions will be used to implement established scheduling and problem/change management processes. This includes determining how the operation will be completed. For example, positions in this class plan the workload of unit staff, write internal work procedures and forms for the work unit's operation and write the documentation, such as reference manuals and customer instructions for completing forms or use of hardware. Positions responsible for enforcing security policies and programs, determine the procedures and forms to control how the agency's password and access assignments are made. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. For example, the use of assigned staff and internal priorities and standards impact the operation of the work unit and how well it can meet production standards and service levels. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, positions make choices within the system and operational policies, processes, guidelines, resources and capabilities, and operational standards of the data processing environment.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information from customer requests, training needs, resource availability, program parameters, and related protocols to determine what it means and how it fits together in order to get practical solutions in the form of work unit priorities, standards, and work procedures needed for the unit or agency's security program to function. Guidelines in the form of protocols and manuals, problem/change management systems and reporting procedures, standard operating procedures and instructions on general processing priorities for scheduling jobs, security policies and authorization manuals to assign passwords and access levels, and options for job control language parameters exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. At this level, supervisors modify instructions and working procedures to adapt to changes in the data processing environment that impact the work unit's functions. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, the supervisor may change written documentation or protocols used by staff or customers when equipment, programs, or policies are changed.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual

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problems, errors, or complaints. For example, positions explain scheduling policies and procedures, gather facts to logs change requests and problem reports, instruct customers on the steps to follow to isolate and fix an identified and defined problem, and instruct customers on how to set up an account or use the system.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions may investigate the possible misuse of equipment or violations of security policies to determine the validity and cause of the problem and make recommendations on a solution.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions probe for information when the nature and cause of the problem is unclear or the customer is unsure of requirements. In such cases, the solution is not readily apparent and once the nature, cause, or needs are isolated, guidance can be given to correct the problem.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a unit supervisor or, in the case of an agency's security administrator, as an individual contributor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

OR

The individual contributor, in the case of an agency's security administrator, may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Effective 9/1/93 (KKF). Job Evaluation System Revision project. Published as proposed 5/10/93.

Revised 7/1/84. Changed pay differential for Operations Schedulers (A2740-A2741).

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Revised 7/1/80. Changed minimum requirements for Customer Coordinators (A2725-A2727).

Created 1/1/75. Customer Coordinator A & B (A2725-A2726), Senior Customer Coordinator (A2727), Operations Scheduler A & B (A2740-A2741), and Operations Scheduler Supervisor (A2742).

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Customer Support Intern	na	na	na	na
Customer Support Coord I	Defined	Prescribed	Exchange or Advise	Indiv. Contributor
Customer Support Coord II	Defined	Patterned	Exchange or Advise	Indiv. Contributor or Work Leader
Customer Support Coord III	Operational	Patterned	Exchange, Detect, or Advise	Unit Supervisor or *Indiv. Contributor

* See description for criteria of individual contributor.